

UNITED STATES OF AMERICA
Before The
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

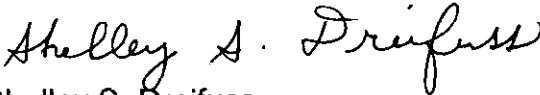
Postal Rate and Fee Changes, 2001)

Docket No. R2001-1

OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORIES TO UNITED STATES POSTAL SERVICE
(OCA/USPS-51-57)
October 5, 2001

Pursuant to Rules 25 through 28 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits interrogatories and requests for production of documents. Instructions included with OCA interrogatories OCA/USPS-1-21, dated September 28, 2001, are hereby incorporated by reference.

Respectfully submitted,


Shelley S. Dreifuss
Acting Director
Office of the Consumer Advocate

1333 H Street, N.W.
Washington, D.C. 20268-0001
(202) 789-6830; Fax (202) 789-6819

OCA/USPS-51. The Associated Press has reported on the operations of the Postal Service in Northern Virginia, indicating that 99 percent of area residents experienced excellent, very good, or good experience with the Postal Service, the highest rating of the 85 districts surveyed from coast to coast. (See Attachment). The survey was reported as having begun in 1992. Please furnish copies and any available summaries of the survey for all districts surveyed from 1992 to the present, excluding surveys already requested under OCA/USPS-7 (if applicable).

OCA/USPS-52. Please provide copies of all studies, customer surveys, employee surveys, and publicly available surveys in the possession of the Postal Service related to the measurement, review, and/or evaluation of the quality of Postal Service products and services. Please include such materials produced since 1990, whether the work was performed by the Postal Service, its contractors, independent agencies, other companies or other organizations. Products and services include but are not limited to First Class Mail, Priority Mail, Express Mail, Parcel Post, Standard A Mail, Standard B Mail, Periodicals, Insurance, Registered Mail, Certified Mail, Money Orders, Return Receipt Requested, and Delivery Confirmation. This request does not apply to any data being separately furnished under OCA/USPS-7 or OCA/USPS-51.

OCA/USPS-53. Please provide copies of all studies, customer surveys, employee surveys, and publicly available surveys in the possession of the Postal Service related to the measurement, review, and/or evaluation of consumer satisfaction with Postal Service products and services. Please include such materials produced since 1990, whether the work was performed by the Postal Service, its contractors, independent agencies, other companies or other organizations. Products and services include but

are not limited to First Class Mail, Priority Mail, Express Mail, Parcel Post, Standard A Mail, Standard B Mail, Periodicals, Insurance, Registered Mail, Certified Mail, Money Orders, Return Receipt Requested, and Delivery Confirmation. This request does not apply to any data being separately furnished under OCA/USPS-7 or OCA/USPS-51.

OCA/USPS-54. Please provide copies of all studies, customer surveys, employee surveys, and publicly available surveys in the possession of the Postal Service related to the measurement, review, and/or evaluation of consumer preferences and needs with respect to existing or potential Postal Service products and services. Please include such materials produced since 1990, whether the work was performed by the Postal Service, its contractors, independent agencies, other companies or other organizations. Products and services include but are not limited to First Class Mail, Priority Mail, Express Mail, Parcel Post, Standard A Mail, Standard B Mail, Periodicals, Insurance, Registered Mail, Certified Mail, Money Orders, Return Receipt Requested, and Delivery Confirmation. This request does not apply to any data being separately furnished under OCA/USPS-7 or OCA/USPS-51.

OCA/USPS-55. Please provide copies of all studies, customer surveys, employee surveys, and publicly available surveys in the possession of the Postal Service related to the measurement, review, and/or evaluation of window service furnished to customers at Postal Service retail facilities. Please include such materials produced since 1990, whether the work was performed by the Postal Service, its contractors, independent agencies, other companies or other organizations. Products and services include but are not limited to First Class Mail, Priority Mail, Express Mail, Parcel Post, Standard A Mail, Standard B Mail, Periodicals, Insurance, Registered Mail, Certified

Mail, Money Orders, Return Receipt Requested, and Delivery Confirmation. This request does not apply to any data being separately furnished under OCA/USPS-7 or OCA/USPS-51.

OCA/USPS-56. Please provide copies of all studies, customer surveys, employee surveys, and publicly available surveys in the possession of the Postal Service related to the measurement, review, and/or evaluation of assistance and/or information provided by Postal Service employees and contractors to the public in response to telephone inquiries. Please include such materials produced since 1990, whether the work was performed by the Postal Service, its contractors, independent agencies, other companies or other organizations. Products and services include but are not limited to First Class Mail, Priority Mail, Express Mail, Parcel Post, Standard A Mail, Standard B Mail, Periodicals, Insurance, Registered Mail, Certified Mail, Money Orders, Return Receipt Requested, and Delivery Confirmation. This request does not apply to any data being separately furnished under OCA/USPS-7 or OCA/USPS-51.

OCA/USPS-57. Please provide copies of all studies, customer surveys, employee surveys, and publicly available surveys in the possession of the Postal Service related to the measurement, review, and/or evaluation of the delivery service provided by Rural and City carriers to postal customers.

ATTACHMENT TO OCA/USPS-51



09/30/2001 10:20:07

Northern Virginia Postal Service has high satisfaction rate

BC-BRF-VA--Postal Satisfaction,0174

Northern Virginia Postal Service has high satisfaction rate

SPRINGFIELD, Va. (AP) _ Northern Virginia's U.S. Postal Service

operations rank first in the nation in customer satisfaction, according to a national survey conducted by the Gallup Organization.

About 99 percent of area residents said the Postal Service was either excellent, very good or good, giving northern Virginia the highest rating of the 85 districts surveyed from coast to coast.

It is the second highest score attained since the annual survey began in 1992. The current survey was conducted from mid-August to mid-September.

"This shows that the hard work of our employees is paying off," said Michael Furey, the Postal Service's district manager for northern Virginia.

The survey asked customers their opinions about various postal services, including mail delivery, retail sales, forwarding mail and customer-employee relations.

(PROFILE

(CAT:Business;)

(SRC:AP; ST:VA;)

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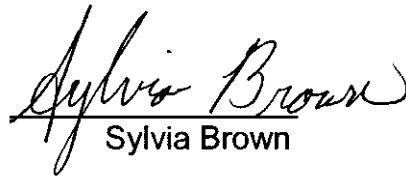
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CERTIFICATE OF SERVICE

I hereby certify that I have this date served the foregoing document upon all participants of record in this proceeding in accordance with Rule 12 of the rules of practice.


Sylvia Brown

Washington, D.C. 20268-0001
October 5, 2001